FLORAL PROCEDURAL GUIDE AND TRAINING MANUAL

HEALTHY HABITS CHECKLIST FOR FLORAL

First Impressions

Like the Produce Department, Meijer floral has made the commitment to bring the freshest, best quality product to Customers.

Our customers ultimately do not remember what they paid for a bouquet or potted plant, only how long it lasted and where it was purchased. By rotating fresh cuts each week, caring for our plants we ensure that once a customer makes the purchase, they can take them home with confidence that they will last.

Identify/Train a designated Floral Team member to be scheduled no less than 30 hours per week in Floral. This will achieve:

- Developing relationships between Floral Team member and customers to create "repeat Customers"
- Developing relationships between Floral Team member and our merchandising partners.
- Floral is a perishable department and should present fresh quality product at all times for our customers.
- Floral deliveries are processed in a timely manner on Monday and Thursday.

Daily/Weekly checklist:

- **Customer Service**
  - Greet every customer
  - Offer selling suggestions, up-sell for higher ticket items
  - Offer information on care and handling of purchase

- **Department Conditions**
  - Walk entire department for out of code product and poor quality; discard and record all "toss" items.
  - Check all plants to see if watering is needed
  - Culling of plants – remove all yellow leaves and dead blooms
  - Expand/Contract plants to maximize visual effect
  - Water changed in buckets containing Fresh cuts that are outside of department cooler.
  - All fresh cut flowers are pushed back into the water
  - Balloons are filled and displayed within the department
  - Signage – Every day, plus in-store and advertisements; all displays must be signed include fresh cuts (Utilizing the bucket clips)
  - Order helium if needed

- **Delivery Days**
  Monday –
  - All tables are to be wiped with the diluted DCD
  - Cooler is to be sanitized
    a) All surfaces to be washed with properly diluted DCD – follow directions on bottle, does not need to be rinsed
    b) All glass shelving is to be cleaned with glass cleaner
    c) Stores that have wall coolers with cone buckets – all buckets to be washed with DCD. Buckets are then filled with fresh water and proper dosage of Floral Preservative.
    d) Stores without wall coolers can utilize shipping buckets.
  - Process load – Freshcuts first, potted plants

Thursday

- Stores that have wall coolers with cone buckets – all buckets to be washed with DCD. Buckets are then filled with fresh water and proper dosage of Floral Preservative.
- Stores without wall coolers can utilize shipping buckets.
- Process load – Freshcuts first, potted plants

Communication

- GMZone Portal, Weekly Updates or Merchandiser Newsletter is the first stop for information

FRESH CUTS

On the day or your Floral delivery, there are several things you need to do!

- Make sure all **outdated** and **poor quality** fresh cut bouquets, arrangements, bud vases and roses are pulled from cooler and record all "toss" items. Never empty your cooler the day before your delivery arrives

- **DATE CODING**
  - Fresh cuts are date coded to make it easier to know when it's time to dispose of old flowers. If you look at a UPC label, the date code should look something like this: **0405**.
  - The **DATE CODE** always reads **day first, month second**. This date code says May 4. This is the date these flowers are to be discarded and recorded. **REMEMBER:** The date code always reads a Monday and Thursday. **We NEVER reduce or donate old flowers.** If a flower isn't worth buying at full price it should be destroyed. This ensures **ONLY THE BEST** quality product is offered to our customers!

- Stores that have **Cooler cones** need to be **cleaned** bucket cleaner
  - Cooler cones can be cleaned in the maintenance closet.
  - Be sure to use a strainer so we don't clog up the drains!
  - Use the DCD bucket cleaner and scrub each cone.
  - Rinse each cone well.
  - Place a package of floral preservative in each cone and fill to the inside line with water.
  - **Clean** up any spilled water or debris as you go!

- **Never** leave **trash bags** full of fresh cuts laying around in the department. It's better to place them in buckets and take them to the back room where you can then dispose of them properly.

When fresh cut flowers arrive in your store, it is essential to ensure the Floral Department is notified immediately! That way all cut flowers can be quickly placed in the display coolers on the salesfloor.

Other product will arrive on the trucks with the fresh cuts, but the flowers should be processed first. It is wise to put any bouquets, bud vases and arrangements containing roses away first, as roses are the most temperature sensitive flower we carry.

- **WATER** should be added to **ARRANGEMENTS** before they are placed in the coolers.

- **WATER** should be added to the **buckets** containing **ROSES AND OTHER FRESH CUTS** (that are shipped wet) as they are placed in the coolers.

- **ADJUST** the heights of the **shelves** in the **closed coolers** so bud vases and arrangements fit comfortably. Never allow the tops of the flowers to touch the shelf above it.

STOCKING THE FLORAL COOLER

Keep these few, simple rules in mind when stocking the open cooler!

- **Stock vertically** by price point .

- Roses should lead off the cooler closest to center aisle starting with Single Roses and then proceeding with the highest price to lowest price. The same should be done with the mixed bouquets.

- Cut Tulips/Gladiolas and Cut Sunflowers should be thinned out into a couple of buckets from their shipping bucket to make it easier for the customer to shop.

- Be sure to check the **cones** for **water** during the week. These flowers are thirsty and drink up more water than you might think! Add water as needed.
- Make sure spills, spots and streaks are **cleaned up** and the coolers look their absolute best for our customers!

- As product sells, expand your bouquets to fill any empty cones. Full buckets in your closed cooler can be used to accommodate this task.

An Important Reminder: Condensing and re-working your cooler should be completed when your delivery arrives. Do not empty out your cooler the day prior to your delivery. (Floral delivery schedules are posted on the GMZONE Portal web site.)

FRESH CUT FLOWERS QUESTIONS AND ANSWERS

Question: I'm running low on cut flowers by Sunday. Why aren't they sending me more?

Answer: If there is a certain bouquet that is selling very well for your store let your Floral Analyst know. We'll be glad to get you more!

Question: The heads of my roses sometimes fall over and wilt. How come?
Answer: This is referred to as "rose necking". At some point the rose was left out of water. When the rose tried to take a drink of water, it took in air instead. Once all the water in the stem is used up, the rose head falls over or "necks". The end of the stem also seals after it's been out of water for 20 seconds, so simply placing it back in water will not help. At store level the product should be discarded and recorded as toss. If a customer asks – sometimes this can be remedied by cutting a half inch to inch off the stem (cut under water if possible) and allowing the rose to drink. If the rose is severerly dehydrated it can be laid flat in a sink of cool water for an hour or so to rehydrate.

Question: Customers sometimes ask for larger floral arrangements than we carry. Can I make them up in the store?
Answer: Meijer floral is strictly a cash and carry shop. We do not provide a design service or make custom arrangements, nor do we have the supplies to do so.

Question: A customer wants to special order some flowers. Do we take special orders? Answer: Yes. Special orders must be placed 2 weeks in advance and must be a minimum of $ 100.00 retail. The special order form is available on the GMZONE Portal under Forms/Link on the right side of the portal page. Forms **must** be filled out to receive product.

Question: I need extra cooler space during holidays, can I put flowers in the produce cooler?
Answer: No, no a thousand times NO. Produce gives off ethylene gas which is harmful (and often fatal) to cut flowers. Use the dairy instead. Make sure you use this space with respect and remove the product as soon as possible. If you need assistance make sure you contact your Store Director.

Question: Sometimes I don't get enough product to fill my closed cooler. What should I do? Answer: Improvise! Included in this manual is a list of blooming plants that can fill out your cooler. Spread product out so it looks full!

Question: Can I display bouquets outside the cooler?
Answer: Yes! Absolutely! It's a great way to increase impulse sales. Utilize your 3 Ring Rolling Rack in front of the department for a different look. Get corresponding signs made up too! For best results use flowers that are a little "tougher" like mini carnations, carnations, chrysanthemums, sunflowers, and gladiolas.

FOLIAGE AND BLOOMING PLANTS

Marking/Receiving room should **notify** you immediately upon receipt of your shipment.

- All foliage and blooming plants must be **removed** from their **boxes** and **sleeves** immediately. They need air, light and proper water to insure top quality product is available to our customers.

- **No** foliage **plants** are to be stored in the **back room** or coolers. The only exception to this is during the following holiday's – Valentine's, Mother's Day due to volume that comes in at some of the stores.

- Only bring out as much product to the salesfloor as you can work at one time. Remember our **customers** are still **shopping** while you are working.

- **Remove leaves** and **debris** from the pots and make sure the **outside** of the **pot** is **clean** before you place it on the salesfloor.

- **Clean up** and break down boxes **as you go**. It will decrease the amount of clean up you have to do at the end.

- If you receive **damaged product** or if a product is not up to **normal standards**, you should **notify the Buying Office** immediately upon receipt. Have the UPC and product description available when you call.

- Condensing and re-working product should be completed when your delivery arrives. Do not empty out displays the day prior to a delivery.

Merchandising potted, flowering plants in your fresh cut flower cooler is acceptable if space permits. Listed below are the varieties that are recommended for that temperature:

- AZALEA
- CARNATIONS, MINI
- CHRYSANTHEMUM (MUMS)
- DAFFODILS
- FREESIA
- HEATHER
- HYACINTH
- HYDRANGEA
- LILIES – EASTER, HYBRID, REBRUM, STAR GAZER
- MINI ROSES
- TULIP

Please Note: ***Do not display African Violets, tropical foliage plants, dishgardens with mixed foliage and other blooming not listed in coolers.***

PLANT PLACEMENT

The Floral Department utilizes **General Planograms** for live product. Follow these rules when setting out shipments for best results!

Small Table Top Plants – Terra cotta saucer should be placed under these plants so they don't stain the fixtures

- **4" foliage** should be displayed by "like" varieties.
- **6" foliage** should be displayed by "like" varieties.

Floor Plants

- **10" and 12"** floor plants should be **grouped** by category on the tables, stores with low black square fixture or black risers toward the back of the department. Always use a store use plastic terra cotta vinyl saucer under these plants so they do not stain the fixtures.

Hanging Baskets

- All hanging baskets should be displayed on the **3 Tiered hanging Fixture**

Planters/Bonsai/Cacti Gardens

- **Planters** should be displayed on a **tiered tables** with other foliage or blooming plants.
- **Bonsai** and **cacti** gardens should be displayed on a **tiered tables** with other bonsai or cacti.

Blooming

- First department table should be utilized for new, themed or seasonal product .
- Always keep **blooming** product at the **front** of the department.
- Keep **like varieties** of plants **together** by pot size.

Keeping product grouped makes it easier to shop and maintain

WATERING: DO IT EVERY OTHER DAY

Foliage plants and Flowering Plants must be **checked** for water **daily**. The soil should be moist to the touch, but **never soggy**. Never allow the pots to sit in water, as the plants will literally drown. They breathe through their roots as they breathe through their leaves. Example: Pothos, ferns, and blooming plants.

- **Cacti and Succulents**: Cacti and succulents have **lower water requirements** than foliage plants. The soil should **dry out** completely, then be watered thoroughly. Generally cacti in 6" pots or larger will need water every 2-3 weeks. Smaller pots may need water once per week.

- **Fuzzy leafed plants** should **never be watered directly on their leaves**. This causes permanent leaf scarring. Plants with fuzzy leaves should be **watered** carefully or **from the bottom** whenever possible. Examples: Purple Passion, African Violets, and Gloxinias.

- **Hanging Baskets** must be **checked** for water **daily**. Water requirements change depending on store conditions (they may dry out quicker in the winter because the heat and fans are on). Again, never allow the soil to dry out to the extent that it shows cracks and pulls away from the inside of the pot. **Hanging baskets should be watered thoroughly twice a week.**

- **Orchids:** Orchids have lower water requirements, they only need to be watered once per week.

Never allow the soil of a plant to dry to the point it shows cracks and pulls away from the pot. If this should happen, simply watering the plant will not be enough. The water will run down the sides of the pot and out the bottom. To re-hydrate (adequately water) the plant, the entire pot must be immersed in a bucket of water. Leave the pot in the bucket of water until no more bubbles appear. Allow the plant to drain for a few minutes and replace on the fixture.

BASIC PLANT INFORMATION

Understanding what makes a plant grow and what makes a plant die seems very basic, but you would be surprised at what you may not know. Most people **"kill plants with kindness"** and don't realize they are doing more harm than good. Here's a few **"plant facts"** to keep in mind:

- Roots: **Roots** serve as an **anchor** for the plant so it doesn't tip over. In addition, **roots absorb water** and take up vital nutrients. Roots require water, air and soil to grow properly. Healthy roots are white to pink in color.

- Leaves: The **leaves** are the **"power source"** for the plant. Leaves require air and light to function properly.

- Stems/Trunk: The **trunk and stems** provide **structure** for the plant. They also **transfer water and nutrients** from the roots to the leaves. Stems need to be protected from breakage.

- You may think when you look into the pot a plant is growing in that all it contains is dirt and a plant. Actually roots require a mix of soil, water and air. The ideal potting mix is 25% air, 25% water and 50% soil. If there are **no air pockets** in the soil, **roots will drown**. That's why it's so important to never leave plants sitting in water. Submerged roots cannot breath, so plants drown.

WATERING TIPS

- Take care to **water** the **entire root ball** of the plant, don't concentrate the water in one spot. When you water, the **root ball** needs to be **thoroughly saturated** and then allowed to dry out. Always go back and check to make sure **no plants are sitting in water**. Not only is it unhealthy for the plant, its messy for our customers! Be especially careful of plants that have **pot covers**. These covers hold a lot of water and plants can quickly rot if excess water is not removed!

PLANT CARE QUESTIONS AND ANSWERS

Question: How do I get my African Violets to bloom again?

Answer: At store level we don't want you to even try. African Violets are on SBT, dispose of any old blooming product. If customers ask you how to get violets to rebloom at home here's some advice to give them. African Violets like an East or West window (morning or afternoon sun), but don't like the hot mid-day sun. It's best to water from the bottom so water does not get on the leaves. Use a fertilizer for African Violets and feed only when actively growing (generally that would be Spring to Fall). Usually they go out of bloom from lack of light.

Question: How can I tell if my plants need repotting?

Answer: Again, we don't want you repotting plants in the stores, but if a customer asks this is what to tell them. When a plant seems to dry out exceptionally fast, if water runs right through the pot and out the bottom each time you water or if the plant does not seem to be growing, it may be time to repot. Knock the plant out of its pot and examine the root ball. If the roots are winding around the inside of the pot and there is little soil left, it's time to repot.

Question: What size pot should I use when repotting?

Answer: The common rule is to increase the pot size no more than two inches at a time. Example: If a plant is currently in an 8" pot, transplant it into a 10" pot. Many people make the mistake of placing the plant in a very large pot thinking it will grow into it. It won't. As a matter of fact you will probably stunt the growth of the plant or even kill it.

Question: How often should I fertilize and what should I use?

Answer: Plants arrive with time-released fertilizer in the soil so fertilizing at store level is not needed. For homeowners we recommend fertilizing only when the plant is actively growing (generally Spring to Fall). Any good all-purpose fertilizer labeled for houseplants is fine.

Question: Can I plant these mums outside?

Answer: Well... .kind of. The mums we carry in the Floral department are known as florist or hot house mums. They are not the hardy mums we sell in the garden centers in the fall. Our mums can be planted outside BUT, they may not survive the winter and if they do the flowers may be different when they bloom. It might be fun to give it a try, but do not sell them as hardy mums!

Question: Are there any plants we sell that can be transplanted outside?

Answer: Yes, lots of them! The Miniature Roses do very well when planted outdoors. So do the Lilies, Hydrangeas, potted bulbs (Hyacinths, Daffodils, and Tulips) and Primroses. Gerbera daisies do well for the summer, as do Azaleas, Heather, Cyclamen and Begonias, but keep in mind that all these plants are not winter hardy.

Question: How long do flowering plants bloom?

Answer: It depends on a number of factors. The biggest one is light. If a blooming plant receives medium to bright light it tends to stay in bloom longer. Proper watering and humidity also play a big part. Most blooming plants will last a couple of weeks. The longest-lived blooming plants we carry are the Mums, Azaleas, Kalanchoes, Orchids and African Violets. These plants if properly cared for will bloom for several weeks or even months.

Question: What kind of plants like low light?

Answer: There actually are a number of plants that do quite well in low light. Pothos, Philodendrons, Ferns and most of the plants in the dracaena family (Marginatas, Warneckii, Janet Craigs, Cane Plants, Spathiphyllums) tolerate lower light levels. Remember that when a plant is in low light it uses much less water. Look for the tags within the plants that say Low Light

Question: Okay; now I know what likes low light. How about high light?

Answer: High light plants are a little trickier. Obviously cactus like high light. Ficus trees, Crotons, Sheffalaras, Hibiscus and Jades also do well in higher light. Remember high light means higher water needs! Look for the tags within the plants that say High Light

Question: I'm always running out of certain plants. Why don't they send me enough?

Answer: Foliage and Blooming plants are both PO and SBT. If you find that you too light on products that are SBT please contact the Floral Analyst and we can get you additional products. The main reason for this is if product is damaged or tossed the vendor is not aware of this as we don't have visibility to the inventory. If you find you are too light (or too heavy) on certain items and they are is PO based, the first thing to check is your balance on hand. Is it correct? This is what we take into consideration when product is allocated to the stores. Are you processing your throwaways in a timely manner so that un-saleable product is taken out or inventory on PO based product

Question: I always have too many 10" tropicals. How come I get so many?
Answer: Check what the balance on hand is as well. Is your inventory correct? Throw aways being process in a timely manner?

INSECTS:

Like it or not, insects are a fact of life. Without them, life on earth would cease to exist. Our vendors try their best to ship product free of pests, but occasionally they show up at store level. For the most part we do not recommend treating plants for insects. It generally costs more in chemicals and labor to treat than it does to discard and record the toss and get rid of the problem. Don't keep plants around if they have insects. They will spread to other plants very quickly. Better to clean up and start over. Since many customers will come in and ask for advice, we thought we'd include some of the most commonly asked questions with answers for you. ***Remember this is for dealing with pests outside the store.***

Question: I noticed a white substance on my Marginata. It looks like fuzzy little cotton balls. Do you know what it is?

Answer: Sounds like mealy bug. It's one of the most common insects we see. If it's not a bad infestation, they can be controlled by using Q-tips dipped in rubbing alcohol. There are also insecticidal soaps that are effective. Generally it will require repeat applications at 7-10 day intervals. There are stronger chemicals that can be used, but customers should read the insecticide labels carefully before spraying. Any plant can get mealy bug, but watch Marginatas, Cycads, Jades and Pothos closely!

Question: The new growth on my Scheffelera is all contorted and there are little brown bugs on it. What are they and how do I get rid of them?

Answer: Aphids are very common on certain plants and scheffeleras are one of them. They attach themselves to the new growth and suck the juices. Pruning them out is one method of control; also insecticide soaps are effective. They can be knocked off with a blast of water as well. There are chemicals that will also kill them, but the product must be labeled for use on that plant type. Blooming plants and any foliage with tender new growth can get aphids, but they can be controlled relatively easily. This may take two to three applications.

Question: There are webs on my Ivy plant and the leaves are losing their color. What does that mean?

Answer: Spider mites. Another very difficult insect to control. If it has gotten to the point you can see actual webs on the plant, it's probably not worth saving. Spider mites attach to and feed off the juices in the leaves, that's why the leaves start to lose their color. They spread very fast and you can carry them from plant to plant on your clothing and pruning tools. Spider mites can be controlled by using insecticidal soaps and other chemicals, but the product must be labeled for use on that variety of plant. Repeat applications are vital to kill new insects as they hatch. Plants such as ivies, crotons and marginatas are very susceptible to spider mites.

Question: What causes holes in the leaves of plants?

Answer: That's a little hard to answer. Holes can be caused by a lot of things. Wayward shopping carts are very hard on plants and cause a lot of mechanical damage. Generally it is an isolated problem and nothing to worry about. There are many airborne insects that can cause damage, but the only way to treat them is to spray the bug. Also slugs can be hiding on the plant. They will come out at night and munch on the leaves. Best way to treat them is to simply pull them off and destroy.

It might be a little hard for some people to understand, but sometimes the best way to treat insects is to learn to control them. You may never be able to completely wipe them out, but you usually can control them so they are not a problem.

BALLOONS: SEND SALES SOARING!

- 20-30 Bubble balloons should be displayed in our Floral departments for Instant Purchases! This should be completed weekly (by Friday afternoon).

- Grouping balloons by occasion on each fixture helps customers to quickly find the type of balloon they are looking for - and just as important, it helps team members realize quickly which balloons have sold down.

- Having balloons pre-inflated helps capture sales even when no one is scheduled in the department. Balloons take up no additional display space and they have a BIG impact. Both their size and the movement they create draws a lot of attention! They are a great marketing tool for Floral.

- Balloon sales can be very profitable! Be sure that the UPC is not covered. This makes it easy for the cashier to scan and keeps scans accurate.

- Never under estimate the importance of the balloon category. It makes a great profit, can quickly dress up a holiday display and best of all...it never dies!

- All balloons are SBT with the exception of Latex

- If customers bring in balloons from outside of Meijer or from Card and Party and what them inflated these are the retails that they should be charged:

UPC		Retail
71373300654	HELIUM CHARGE – 18 – 24” BALLOONS	$1.99
2652101975	HELIUM CHARGE – 36” OR LARGER BALLOONS	$5.99
71928305581	HELIUM CHARGE - LATEX BALLOONS	$0.85

Balloon Weights

Clip Weight – Should only be used for Bubble Balloons

Latex Balloon Weights

Smiley Face weight with Ribbon – Mylar Balloons

Large Shape

To tie off Latex balloons - Safetite Disc

Heavy Balloon Weight Large White Flat Disk with Slit in the middle - Used for Balloon Bouquets

MEIJER, INC.

CUT FLOWER SPECIAL ORDER FORM

Store # Store Location: Today's Date

Store Contact: Store Phone:

Customer Name: Product to Arrive at Store on this date

Order deadline is 14 days prior to expected arrival

Order in Pack Qty	Item #	Item	Color	Pack	Evdy Retail	UPC
	2652284	Roses – (long stem)		Bunch of 25	$26.99	
	2679526	Roses – (Short Stem)		Bunch of 12	$9.99	
	3206088	Rose Bqt – (Short Stem)		Dozen w/filler and green	$14.99	
	2657804	Carnations		Bunch of 25	$12.49	
	2679524	Alstroemeria		Bunch of 10	$8.30	
	2679523	Mini Carnations		Bunch of 10	$6.00	
	2679522	Daisy Pompoms		Bunch of 10	$5.99	
	3206087	Hydrangea		Bunch of 3	$9.99	
	3206086	Gerbera Daisies		Bunch of 10	$15.00	
	2679521	Leatherleaf Fern		Bunch of 25	$8.75	
	2679520	Tree Fern		Bunch of 20	$7.00	
	2679518	Baby's Breath/ Gypsophila		Bunch of 12	$9.60	

Program Guidelines:

****This is intended for pre-sold orders ONLY, and a $100 min. Order will be shipped on your normal first or second delivery.**
****Orders must be confirmed by the store contact and emailed to Encore at least 14 days before store arrival date.**
****Prices may change based on order week or season (holiday)**
****Special Orders cannot be returned after pick-up**

By emailing this order, I am confirming that Meijer is requesting the above-listed items on the date requested. I understand that if I do not cancel this order prior to ten days before store arrival, I will be responsible for this product.

PLEASE EMAIL COMPLETED FORM TO DEB DYKE AT ENCORE FLORAL – ddyke@encorefloral.com

KEY 595 - FLORAL

Key	Buyer	UPC	Item Code	PID	Name	Vendor #	Vendor Name	Core Team Message	Limit AQ	Status
595	981	2560660054	897310	520254	BOUQUET BAG 4X28X13 CLEAR 1500PAK	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	1	ACT
595	981	7309503310	899651	521493	BUCKET CLEANER 1 GAL SUP BULK	48307	MASTERPIECE FLOWER COMPANY, LLC	AQ	5	ACT
595	981	7309503035	897962	522498	CRYSTAL CLEAR 5GRM PKS	48307	MASTERPIECE FLOWER COMPANY, LLC	AQ	5	ACT
595	981	8018500731	899552	522380	ENCL CRD CONGRAT FLOWER W/AC3367 50CT	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	1	ACT
595	981	8018500829	899365	524947	ENCL CRD CONGRAT STARS W/AC3352 50CT	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	0	ACT
595	981	8018501186	899359	528237	ENCL CRD DEEPEST SYMPATHY W/AC3011 50CT	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	1	ACT
595	981	8018500249	899103	522779	ENCL CRD GET WELL FLOWERS W/AC3131 50CT	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	1	ACT
595	981	8018500816	899102	521920	ENCL CRD GET WELL W/AC3139 50CT	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	1	ACT
595	981	8018501076	899366	525833	ENCL CRD HAPPY ANNIV FLOWR W/AC3386 50CT	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	0	ACT
595	981	8018501449	899367	526629	ENCL CRD HAPPY BRTHDY CARD W/AC3208 50CT	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	1	ACT
595	981	8018501863	899104	523608	ENCL CRD HAPPY BRTHDY ROSE W/AC3247 50CT	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	1	ACT
595	981	8018500305	899383	523467	ENCL CRD HOLIDAY 50CT	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	1	ACT
595	981	8018500289	899372	522543	ENCL CRD JUST BECUSE GRBER W/AC3361 50CT	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	1	ACT
595	981	8018501236	899105	524446	ENCL CRD LOVE FLORAL VASE W/AC3348 50CT	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	0	ACT
595	981	8018500317	899377	526713	ENCL CRD NEW BABY CONGRAT CRD W/AC3509	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	1	ACT
595	981	8018500341	899371	521654	ENCL CRD NO MESSAG DELPHIN W/AC3735 50CT	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	1	ACT
595	981	8018500320	899369	528309	ENCL CRD NO MESSAG ROSE W/AC3701 50CT	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	1	ACT
595	981	8018501458	899370	520812	ENCL CRD NO MESSG CARD BALLON W/AC3739	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	5	ACT
595	981	8018500236	899106	525306	ENCL CRD SYMPATHY ROSES W/AC3008 50CT	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	0	ACT
595	981	8018501191	899368	527495	ENCL CRD THANK YOU CARD W/AC3313 50CT	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	1	ACT
595	981	8018501116	899361	521557	ENCL CRD THINK OF YOU LAV ROSE W/AC3329	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	1	ACT
595	981	8018501092	899374	524223	ENCL CRD TO MY FRIEND W/AC3310 50CT	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	1	ACT
595	981	4125013594	999440	520543	FLORAL DISPLAY SAUCER 10" 100CS	48306	CURTIS WAGNER	AQ	5	ACT
595	981	4125013630	999441	521396	FLORAL DISPLAY SAUCER 4" 100/CS	48306	CURTIS WAGNER	AQ	1	ACT
595	981	4125013633	999442	522289	FLORAL DISPLAY SAUCER 6" 100/CS	48306	CURTIS WAGNER	AQ	2	ACT
595	981	7309503118	897186	526004	FLORALIFE EXDOSE PRESERVE PACKETS #3118	48307	MASTERPIECE FLOWER COMPANY, LLC	AQ	100	ACT
595	981	8018500039	899381	521748	GIFT CARD ENVELOPES 500CT	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	1	ACT
595	981	71928305983	999343	523115	HEAVY BALLOON WEIGHTS -90	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	5	ACT
595	981	2560660012	899538	527264	PLANT SLEEVES LG 250CT	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	0	ACT
595	981	71928371493	529151	521454	RIBBON BLACK 500YD	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	1	ACT
595	981	71928362787	529018	527045	RIBBON EMERALD 500YD	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	0	ACT
595	981	71928362783	528990	521052	RIBBON ORANGE 500YD	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	5	ACT
595	981	71928365238	529062	522424	RIBBON PINK 500YD	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	1	ACT
595	981	71928365247	529089	528449	RIBBON PURPLE 500YD	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	1	ACT
595	981	71928362772	528930	520493	RIBBON RED 500YD	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	5	ACT
595	981	71928362789	529034	523846	RIBBON ROYAL BLUE 500YD	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	1	ACT
595	981	71928370216	529133	523015	RIBBON WHITE 5400YD	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	1	ACT
595	981	71928362767	528881	521798	RIBBON YELLOW 500YD	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	1	ACT
595	981	4125006196	999378	527580	SAFETITE DISC -90	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	0	ACT
595	981	2560660051	899535	524720	SAY IT WITH FLOWER #1 PLANT SLEEVE 500CT	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	0	ACT
595	981	2560650026	899382	522624	SENTIMENT CARD HOLDER FLORAL 100CT	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	1	ACT
595	981	2560650024	899924	523840	WATER TUBE CLEAR #53 LG 100CT	13217	WEST MICHIGAN FLORAL - SUPPLY	AQ	1	ACT

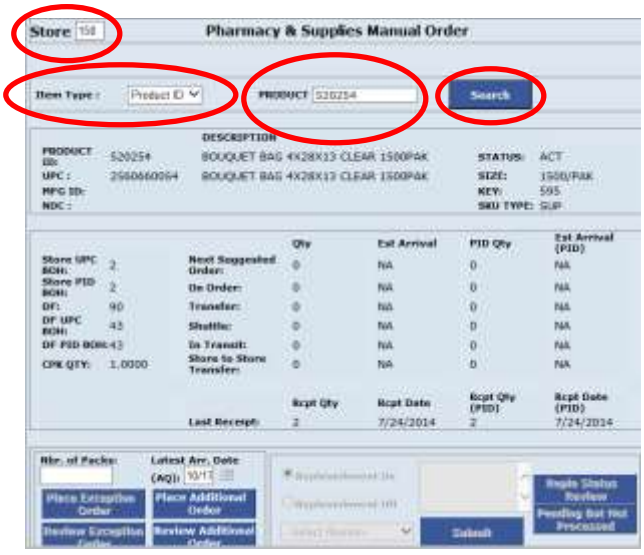
Floral Supply Orders

Floral supplies are replenished using the AQ order method. AQ orders require the store to create a manual order using the "Store Product Information" menu. All active item numbers for the floral department are on the Central Supplies portal page under "Supplies and Packaging Item List by Key". ***Please keep in mind, AQ orders can take up to 14 days to arrive in store.***

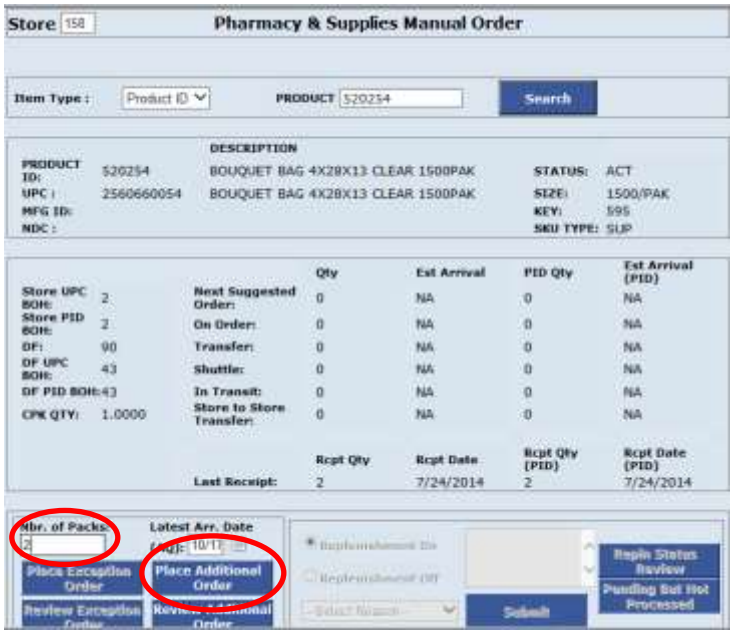
HOW TO PLACE AN ORDER

1. Using the "Store Product Information" menu, select "Create Manual Order"

2. Enter the following information:
    a. Store Number
    b. Item Type (select either item code, UPC, or PID depending on what item number you are using)
    c. Product – item number you are using based on the item type selected
    d. Click "Search"



3. Enter the number of inner pack you would like to order
4. Click “Place Additional Order”



Helium is ordered from **Wright Brothers Global Gas**
7825 Cooper Road
Cincinnati, OH 45242
Contact person: Cyndi
Direct line: 513-936-5900 ext. 1240 or 866-351-4427

Floral Fixtures – Needs to be order through the EPO system (Puriodiom)

Helium Stand
Item #303

Oval Wire Display –
attaches to floral tables
Item #805317-X0610

Contact the Floral Analyst as this is vendor supplied fixture

Ribbon Fixture
Item # - Curling-Ribbon-ORG

Gas Cylinder Truck
Item # MG-470-C-40

Latex Balloon Fixture
Item # GEN029

Packaged Balloon Fixture
Item #GEN015

Plant Stand
Item # PLNT-ST-STND

Helium Guage - Regulator
Item # WEM-BR3810GSH

Balloon Tank Cover
Item # HELIUM-TANK-COVER

Stick Balloon Rack
Item # VND-333

Contact the Floral Analyst as this is vendor supplied fixture

Spinner Rack for balloons
Item # VND-334

Contact the Floral Analyst as this is vendor supplied fixture

Sentiment Card Holder
Item # 10852

Store Fixtures – Needs to be ordered through the EPO system (Puriodium)

FL110 Current Standard

Straight stair step merchandiser - 8'-0" long

FL111.B Current Standard

Floral Displayer - from Structural Concepts

FL113 Current Standard

Hanging Basket Stand

FL114 Current Standard

Floral case - from Structural Concepts

MW123.1-SB Current Standard

Nesting Table - Stained to match Beigewood

MW124-SB Current Standard

Round floral table - Stained to match Beigewood

MW125-SB Current Standard

Round floral table with buckets - Stained to match Beigewood

MW53.54.55

Floral Tables

MW53-SB Current Standard

Floral small nesting table - Stained Beigewood

MW54-SB Current Standard

Floral medium nesting table - Stained Beigewood

MW55-SB Current Standard

Floral large nesting table - Stained Beigewood

MW56-SB Current Standard

Floral nesting table top tier - Stained Beigewood

FL116 Current Standard

Floral work station - from Structural Concepts

MW10

Floral Work Cabinet - Scandia Maple

MW10-BW Current Standard

Floral work cabinet - Beigewood

MW122.1-SB Current Standard

Nesting Table - Stained to match Beigewood